

MMTD travel process changes effective 18 July 2011

What is changing?

MMTD travelers will contact ADTRAV directly to make, change and cancel airline and car reservations. This document does not address hotel reservations because the MMTD policy continues to be that travelers may book lodging on their own (including through ADTRAV) or through Lynn.

How does working directly with ADTRAV change the travel request process I have come to know and love?

The only change is that as travelers are filling out the travel request form they will make airline and car reservations directly with ADTRAV (rather than through Lynn).

- Travelers should make reservations only after obtaining supervisor approval and before submitting the Travel Request Form to Lynn.
- Lynn will have tickets issued after she processes the Travel Request and Authorization.
- If changes or cancellations are required, travelers will work directly with ADTRAV; however, it is important to remember that each change made after the tickets are issued results in additional fees. (Tickets are generally issued <30 days to just a few days before departure.)
- Other aspects of travel – submitting the travel request form to Lynn and providing receipts and other claim information to Lynn – remain the same.

How will these changes benefit me?

Our hope is by contacting ADTRAV directly travelers will spend less time settling on an itinerary that fits their schedules and ultimately they will get itineraries that better meet their needs. In addition, because working with travelers on itineraries can be a time consuming task for Lynn, this change will enable her to spend more time on other aspects of travel that cannot be completed by travelers (e.g., creating authorizations, vouchering, etc.).

How do I contact ADTRAV to make (and change and cancel) airline and car reservations?

ADTRAV (5am – 5pm PST): 866-430-8929

What do I need when I call ADTRAV?

Be prepared with the following (recommend filling out travel request form prior to calling):

- (1) Departure and return dates and destination city (cities)*
- (2) Provide your name as it appears on your driver's license, passport, or other government ID
- (3) Travel card or other credit card info, for cars / lodging
- (4) Ensure that Lynn is included in your ADTRAV profile (www.rezdesk.com) so she receives a copy of your itinerary

*Important considerations when booking air travel:

1) Fully refundable vs. non-refundable fares

Prices quoted by ADTRAV will be for fully changeable / refundable fares unless a non-refundable fare is requested. In many cases, non-refundable fares present a better value because the cost is lower and changes are very unlikely / infrequent. Consider a non-refundable fare when the cost savings over the fully refundable fare is significant and your travel plans are unlikely to change. In cases when dates of travel may change or travel may reasonably be expected to be canceled book a fully refundable itinerary to avoid change fees. If you have to cancel a non-refundable ticket please consult Lynn or Jeremy, but note the airline usually provides a year or more to use that credit for another ticket.

2) Use of non-contract airline carriers

Typically, we are required to use airlines / carriers that are specified for departure-destination city pairs. However, use of a non-contract carrier may be approved if one of these conditions is met:

- a. Space on a scheduled contract flight is not available in time to accomplish the purpose of your travel, or use of contract service would require you to incur unnecessary overnight lodging costs which would increase the total cost of the trip; or
- b. A non-contract carrier offers a lower fare to the general public that, if used, will result in a lower total trip cost to the Government (the combined costs of transportation, lodging, meals, and related expenses considered). This exception does not apply if the fare offered by the non-contract carrier is restricted to Government and military travelers performing official business.

Note: airline preference is not a valid reason to use a non-contract carrier.

3) Ticketing and change fees

Note: whether or not you book a refundable fare we are always charged a ticketing fee (~\$27) by ADTRAV for each itinerary that is ticketed (not merely reserved). In addition, every time a change is made to the itinerary after ticketing we incur an additional ADTRAV fee. Sometimes a change is unavoidable or advantageous (e.g., because it enables earlier return and saves a night of lodging), but use judgment when making changes to avoid excessive fees.

4) Routing and cost tradeoffs

Inevitably, travelers are confronted with weighing the costs and benefits of different routing options. For example, San Diego to DC and return can cost \$450 (one stop) or over \$1,000 (non-stop). For other destinations the cost and time considerations may be more substantial. Please consider cost reasonableness when selecting an itinerary. There must be a business case for paying more; personal travel plans and itineraries of friends and family are not a sufficient reason to select a higher priced itinerary. A good rule of thumb is to treat the government's money like it is your own when selecting airfares (and in general).

Maintain your ADTRAV profile: www.rezdesk.com

Update frequent flier #s, seating / hotel room preferences, passport and travel card info, Travel Coordinator contact information, etc., as necessary.